[illegible] 2019

[illegible]

[illegible]

[illegible] 4,991 [illegible] 349 [illegible] 10,403 [illegible]

[illegible] 1

[illegible]

[illegible]	[illegible]	[illegible]	
		[illegible]	[illegible]
2014/15	12,940	5,339	4,911
2015/16	12,159	5,244	5,031
2016/17	11,564	4,862	4,788
2017/18	11,424	4,829	4,761
2018/19	10,403	4,991	4,642

[illegible]

[illegible] 349 [illegible] 68 [illegible]

[illegible]

[illegible] 4,838 [illegible] 83.3% [illegible] 2,912 [illegible] 60.2% [illegible] 1,926 [illegible] 39.8% [illegible]

[illegible] 86% [illegible] 7% [illegible] 7% [illegible]

[illegible]

[illegible]205[illegible]89[illegible]43.4%[illegible]2,502[illegible]326[illegible]13%[illegible]

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□□	17	8.3%
□□□□	41	20.0%
□□□□□□□□□□□□□	31	15.1%
□□□	108	52.7%
□□□□	4	2.0%
□□□□□□□□	4	2.0%
□□	**205**	**100.0%**

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[illegible]

[illegible] 99.3% [illegible]

[illegible] 98% [illegible] 70% [illegible] 15 [illegible] 85.8% [illegible] 60% [illegible] 0.6% [illegible]

[illegible] 3

[illegible]

	[illegible]		
[illegible]	**10 [illegible] [illegible]>70%[illegible]**	**11 [illegible] 15 [illegible] [illegible]<30%[illegible]**	**15 [illegible]**
2014/15	90.9%	8.6%	0.5%
2015/16	98.4%	1.6%	0.0%
2016/17	97.3%	2.6%	0.1%
2017/18	97.3%	2.7%	0.0%
2018/19	98.0%	2.0%	0.0%

[illegible] 4

[illegible]

	[illegible]		
[illegible]	**3[illegible]** **[illegible]>60%[illegible]**	**3[illegible]6[illegible]** **[illegible]<40%[illegible]**	**6[illegible]**
2014/15	86.3%	13.1%	0.6%
2015/16	84.8%	14.7%	0.5%
2016/17	87.6%	12.2%	0.2%
2017/18	88.3%	11.3%	0.4%
2018/19	85.8%	13.6%	0.6%

[illegible]

[illegible]

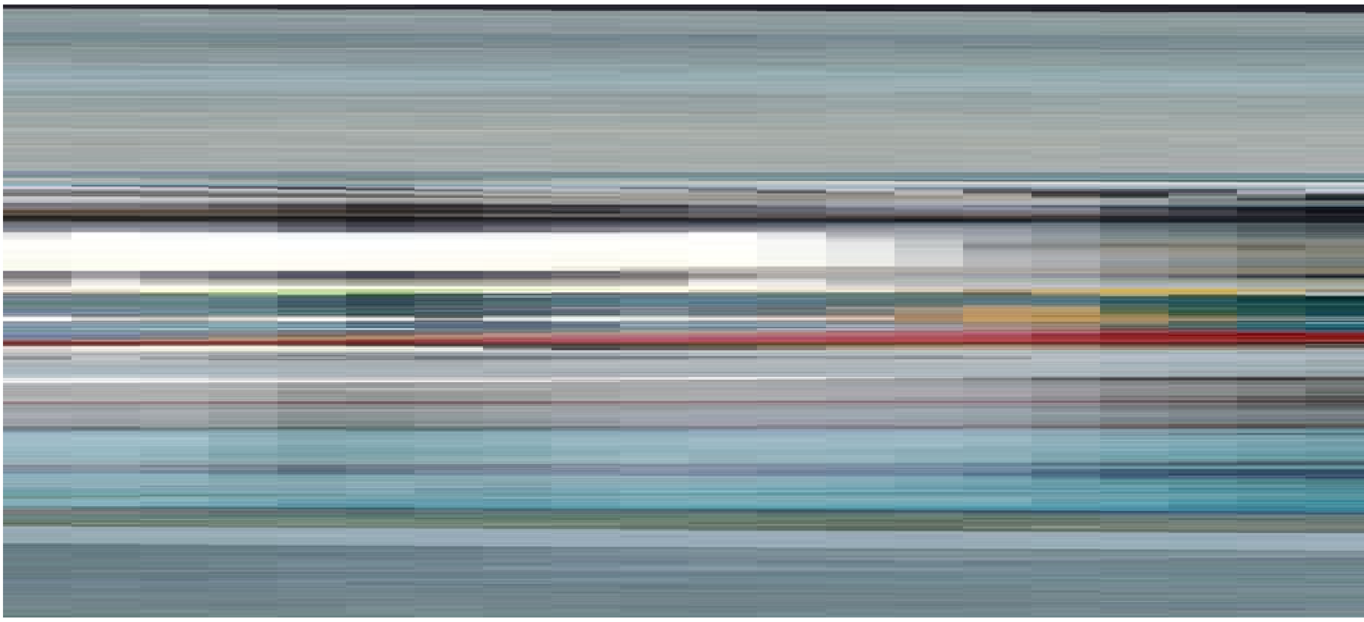
[illegible]2,912[illegible]205[illegible]7%[illegible]26[illegible]

[illegible]12.8[illegible]92%[illegible]90%[illegible]

[illegible]

[illegible]87[illegible]55%[illegible]

[illegible]○[illegible]○[illegible]



[illegible]

申訴專員公署
OFFICE OF THE OMBUDSMAN

香港申訴專員公署
OFFICE OF THE OMBUDSMAN
HONG KONG
網址 Website : www.ombudsman.hk
電話 Hotline : (852) 2629 0555
正面看投訴 共建好制度
Positive Complaint Culture for Better Administration
KMB

[illegible] 5

[illegible]

	[illegible][1]				
	14/15	**15/16**	**16/17**	**17/18**	**18/19**
[illegible]	**12,940**	**12,159**	**11,564**	**11,424**	**10,403**
[illegible]					
(a) [illegible]	**6,241**	**6,112**	**5,732**	**5,587**	**5,808**
- [illegible]	5,339[428]	5,244[213]	4,862[74]	4,829[68]	4,991[349]
- [illegible]	902	868	870	758	817
(b) [illegible]	**5,373[472]**	**5,242[224]**	**4,974[74]**	**4,770[61]**	**4,838[353]**
[illegible]	**3,025[203]**	**3,100[205]**	**2,907[40]**	**2,724 [52]**	**2,912[344]**
- [illegible][2]	2,573[78]	2,740[175]	2,556[16]	2,292[37]	2,502[326]
- [illegible][3]	314[125]	226[30]	218[24]	195[15]	205[18]
- [illegible][4]	138	134	133	237	205
[illegible]	**2,348[269]**	**2,142[19]**	**2,067[34]**	**2,046[9]**	**1,926[9]**
- [illegible][5]	1,091[1]	1,187[4]	1,102	1,099	1,037[9]
- [illegible][6]	1,257[268]	955[15]	965[34]	947[9]	889
(c) [illegible] ＝(b) / (a)	**86.1%**	**85.8%**	**86.8%**	**85.4%**	**83.3%**
(d) [illegible] = (a) – (b)	**868**	**870**	**758**	**817**	**970**
[illegible]	**7**	**8**	**11**	**12**	**12**

[illegible] 1. [illegible] 4 [illegible] 1 [illegible] 3 [illegible] 31[illegible]

[illegible] 2. [illegible] 11A[illegible]

[illegible] 3. [illegible]12[illegible]

[illegible] 4. [illegible] 11B[illegible]

[illegible] 5. [illegible]

[illegible] 6. [illegible]

[ ] [illegible]